

**VIZION** CASE STUDY: 1CONCIER

# 1Concier **Saves 15 Hours** Each Week With Vizion



## INTRODUCTION

# The Pandemic Changes Shipping

1Concier provides linens and towels for hotels and other properties in the hospitality industry. While the company's business is concentrated in North America and LATAM, 1Concier sources its products from around the world (China, India, Pakistan and various other countries)

Prior to COVID-19, 1Concier's supply chain was relatively stable and predictable. A single employee focused on the company's supply chain could get ETA updates from carrier websites and enter them into an Excel spreadsheet, and that was enough to keep tabs on where 1Concier's containers were located in the world.

But, after the pandemic started, the legacy methods of tracking shipping containers were no longer sufficient to keep operations running smoothly.



## CHALLENGES

# Needing **Advanced** Container Tracking



When the pandemic first started, hotels closed around the world putting downward pressure on 1Concier's sales. Sales started to come back in spring of 2021, which is when 1Concier's legacy approach to container tracking started to fail. Status updates and ETAs were less accurate, highlighting the need for a more advanced container tracking system.

"We were hunting containers carrier by carrier," said Christine Carrasquillo, Logistics Manager at 1Concier. "If we had 10 MSC containers on the water, we would go to their website to look them up and find the most updated ETAs, which we would then put back into our spreadsheet to update our system internally."

Most of 1Concier's imports enter the United States through Long Beach and Los Angeles on the West Coast or New York/New Jersey and Savannah on the East Coast. **The now notorious congestion at Long Beach and Los Angeles contributed to the challenges 1Concier faced** in tracking its containers.

Originally, the Excel spreadsheet and manual approach to tracking were designed with two goals in mind:

- To avoid detention and demurrage fees.
- To keep customers informed of when their shipments would arrive.

## CHALLENGES

### Needing **Advanced** Container Tracking

In a world of supply chain disruptions, the manual approach to container tracking was not helping 1Concier achieve those two goals. When the company merged with another business in late 2021 and switched to a new ERP (Microsoft Dynamics), it was time to implement a more advanced system for container tracking.

“We wanted something that was simple; just enter containers and tell us the status updates,” said Hector Sanchez, Senior Director of Inventory and Procurement at 1Concier. “We didn’t need something overcomplicated. Accurate data on status to avoid detention and demurrage fees plus accurate arrival estimates were important to us.”

1Concier also wanted to free up the time of its one employee who was focused on supply chain management. **The manual approach to container tracking took up 10–15 hours each week**, depending on how many containers were in transit and how many different carriers were being used. It was important to 1Concier that those hours be applied to critical tasks rather than clerical activities (like manual container tracking).

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**Hector Sanchez**

Senior Director of Inventory  
and Procurement at 1Concier

## SOLUTION

### Adding **Vizion's Data** to an ERP

The search for a simple solution for tracking containers and getting accurate status updates led 1Concier to Vizion. The 1Concier team scheduled a demo to see Vizion's capabilities in action, and that single meeting was enough to demonstrate that Vizion could meet 1Concier's needs. Specifically, Vizion would:

- **Transform** 7,000-plus unique shipping events into 60 standardized milestones and ETAs.
- **Provide** accurate data that would help 1Concier avoid detention and demurrage fees.
- **Deliver** accurate ETAs that would allow 1Concier to enhance customer service.
- **Automate** manual processes to save 1Concier employees 10–15 hours each week.
- **Connect** a wealth of container tracking data to 1Concier's ERP, Microsoft Dynamics.

Cargo owners around the world are struggling with many of the same things that made container tracking more difficult for 1Concier after the pandemic started. If you're interested in automating manual processes, getting accurate status updates and ETAs, plus connecting that data to your ERP, TMS or other software system, get in touch with us to schedule a demo.



ABOUT US

# API-Based Solution for Ocean Freight Visibility

The company's API helps logistics service providers, cargo owners, and other stakeholders act on their digital ambitions by integrating essential data and insights into existing enterprise systems and delivering a stronger customer experience. VIZION's products include visibility APIs, data benchmarking, and enriched, accessible datasets built on fundamentally sound information technology infrastructures.

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